**Warranty/Insurance Claim**

These procedures will be followed for a **warranty/insurance claim**.

Students are responsible for reporting repair (warranty/insurance claim) requests to the building Technology Specialist. When a student makes a warranty or insurance claim, these procedures will be followed:

* The Technology Specialist will record the following (on the District’s official Repair Log) before completing any work on the laptop computer:
  + Student Name
  + Date of visit
  + Time of visit
  + Description of Issue/Repair
  + Type of claim: warranty or insurance
* **Repairs –**For all repairs, the Technology Specialist will order the part(s) and notify the Information Technology Department Secretary. The laptop computer parts will be sent to the attention of the Technology Specialist upon arrival.
* **Insurance Claim –**For insurance claims, the Technology Specialist will assess all damage, take photographs indicating damage on the laptop computer and ask the student to initial the damage, confirming the accuracy of the damage assessment. The Technology Specialist will send photographs, with student sign-off, to the Information Technology Department Secretary.
* Upon receipt of documentation, the Information Technology Department Secretary will notify families by certified letter of the insurance claim, including the actual invoiced cost of the repair and the amount of any deductible owed. Included with the letter will be copies of the photographs with student explanation and initials.
* The cost of insurance claim parts will be covered using funds in the Insurance Account.
* The Information Technology Department Secretary will invoice families monthly for the insurance claim deductible and maintain a running account of funds in the Insurance Account.
* **For uncollected insurance claim/premium costs:**Including the original notification via US mail, families will receive a minimum of three written notifications pertaining to any outstanding financial obligation. After the final notification, parents will receive a phone call from the school principal. After all these measures have been exhausted and the obligation is still not met or a plan for payment has not been agreed upon, the District will attempt to secure resolution through a hearing with the District Magistrate. In addition to the initial repair cost, families will be responsible for collection costs (approximately $100 + repair costs).